



# Performance Dashboard

## ON TIME

July 22 – July 26, 2013

**97.9%**

Delivery before bell

**96.8%**

Delivery 35 - 5 min before bell

**94.2%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED

July 22 – July 26, 2013

Avg. Call Duration **1:17 min**

Avg. Call Wait Time **15 sec**

# Calls Answered **1195**

% Calls Answered **94.9%**

Parent Resource Center

## SAFE

June 2013

**1.36**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of July 1, 2013

**7.9 years**

Average age of fleet

## EFFICIENT

July 15 – July 19, 2013

**100%**

Routing changes  
implemented within 3 days